

Listing of Claims:

1. (Currently Amended) A method for integrating service request generation systems with a service order control system, comprising:

converting data in a service request into an open data format resulting in a converted service request;

validating the converted service request utilizing user-defined business logic, the validating including:

performing accuracy checks of data fields and data within the converted service request; and

performing consistency checks of data and data fields within the converted service request;

resolving any errors and inconsistencies detected from the validating resulting in a validated service request;

generating a service order using the validated service request, the service order formatted to comply with formatting utilized by a service order control application; and

transmitting the service order to the service order control application;

wherein resolving any errors and inconsistencies includes:

querying an external source of information for data missing from the service request, wherein the external source of information did not generate the service request;

converting the converted service request back to its original data format; and

transmitting the service request in its original data format back to a corresponding service request source.

2. (Previously presented) The method of claim 1, further comprising:

modifying the user-defined business logic to accommodate at least one of:

a new or modified service offered;

a new or modified product offered; and

a new or modified business requirement.

3. (Previously presented) The method of claim 1, wherein the performing accuracy checks of data fields and data include:

checking for missing data in the data fields;

checking for incomplete data in the data fields; and

checking for data format errors.

4. (Previously presented) The method of claim 1, wherein the performing consistency checks of data and data fields include:

checking a first data field within the converted service request against subsequent data fields within the converted service request, wherein the first data field holds data corresponding to data held in at least one of the subsequent data fields.

5. (Previously presented) The method of claim 1, wherein the resolving errors and inconsistencies includes performing at least one of:

flagging the converted service request for correction; and

notifying the corresponding service request source of corrective action

to be taken.

6. (Canceled)

7. (Currently Amended) The method of claim [[6]]1, wherein the external source of information includes at least one of:

a central office service resource storing available service offerings;

a customer facilities resource operable for validating customer facilities, the customer facilities resource including at least one of:

a loop maintenance operations system;

a trunk inventory records keeping system; and

a loop facilities assignment and control system;

an address guide operable for performing address validation, the address guide storing street address information;

a telephone number resource operable for storing telephone numbers that are available for reservation and assignment to customers; and

a customer service records resource operable for obtaining customer service record information.

8. (Previously presented) The method of claim 1, wherein the open data format includes eXtensible markup language.

9. (Previously presented) The method of claim 1, wherein the generating a service order includes:

querying a service scheduling resource to identify an available service date for performing a service requested in the validated service requested; and

including a selected service date in the service order.

10. (Currently Amended) A computer-readable storage medium encoded with machine-readable computer program code for integrating service request generation systems with a service order control system, the storage medium including instructions for causing a server to implement a method, comprising:

converting data in a service request into an open data format resulting in a converted service request;

validating the converted service request utilizing user-defined business logic, the validating including:

performing accuracy checks of data fields and data within the converted service request; and

performing consistency checks of data and data fields within the converted service request;

resolving any errors and inconsistencies detected from the validating resulting in a validated service request;

generating a service order using the validated service request, the service order formatted to comply with formatting utilized by a service order control application; and

transmitting the service order to the service order control application;

wherein resolving any errors and inconsistencies includes:

querying an external source of information for data missing from the service request, wherein the external source of information did not generate the service request;

converting the converted service request back to its original data format; and

transmitting the service request in its original data format back to a corresponding service request source.

11. (Currently Amended) A system for integrating service request generation systems with a service order control system, comprising:

a server-host system comprising a computer processor, the host system executing a service order control application;

a data repository in communication with the host systemserver;

a service order generator executing on the host systemserver, the service order generator including:

a service request normalizer;

a rules engine comprising:

a field validation module; and

a customer/service validation module; and

a service order writer;

a link to at least one service request source;

wherein the service order generator performs:

converting data in a service request received from the at least one service order source into an open data format resulting in a converted service request;

validating the converted service request utilizing user-defined business logic, the validating including:

performing accuracy checks of data fields and data within the converted service request; and

performing consistency checks of data and data fields within the converted service request;

resolving any errors and inconsistencies detected from the validating resulting in a validated service request;

generating a service order using the validated service request, the service order formatted to comply with formatting utilized by a service order control application; and

transmitting the service order to the service order control application;

wherein resolving any errors and inconsistencies includes:

querying an external source of information for data missing from the service request,
wherein the external source of information did not generate the service request;

converting the converted service request back to its original data format; and

transmitting the service request in its original data format back to a corresponding service request source.

12. (Previously presented) The system of claim 11, wherein the user-defined business logic is modified to accommodate at least one of:

a new or modified service offered;

a new or modified product offered; and

a new or modified business requirement.

13. (Previously presented) The system of claim 11, wherein the performing accuracy checks of data fields and data include:

checking for missing data in the data fields;

checking for incomplete data in the data fields; and

checking for data format errors.

14. (Previously presented) The system of claim 11, wherein the performing consistency checks of data and data fields include:

checking a first data field within the converted service request against subsequent data fields within the converted service request, wherein the first data field holds data corresponding to data held in at least one of the subsequent data fields.

15. (Previously presented) The system of claim 11, wherein the resolving errors and inconsistencies includes performing at least one of:

flagging the converted service request for correction; and

notifying the corresponding service request source of corrective action

to be taken.

16. (Canceled)

17. (Currently Amended) The system of claim 11[[6]], wherein the external source of information includes at least one of:

a central office service resource storing available service offerings;

a customer facilities resource operable for validating customer facilities, the customer facilities resource including at least one of:

a loop maintenance operations system;

a trunk inventory records keeping system; and

a loop facilities assignment and control system;

an address guide operable for performing address validation, the address guide storing street address information;

a telephone number resource operable for storing telephone numbers that are available for reservation and assignment to customers; and

a customer service records resource operable for obtaining customer service record information.

18. (Previously presented) The system of claim 11, wherein the open data format includes eXtensible markup language.

19. (Previously presented) The system of claim 11, wherein the generating a service order includes:

querying a service scheduling resource to identify an available service date for performing a service requested in the validated service requested; and

including a selected service date in the service order.

20. (Previously presented) The system of claim 11, wherein the service requests are stored in a queue.